



Tools for effective performance management

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Presented by...



MEET THE PRESENTERS AND TECHNICAL SUPPORT



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USING GOTO WEBINAR



Questions





HOW TO ASK QUESTIONS

USING GOTO WEBINAR

Please continue to submit your questions and comments using the Questions panel.

The screenshot displays the GoTo Webinar interface. At the top, there is a menu bar with 'File', 'View', and 'Help' options. Below this, the 'Audio' panel is visible, featuring a 'Sound Check' indicator and three radio buttons: 'Computer audio' (selected), 'Phone call', and 'MUTED'. The 'MUTED' status is highlighted in orange. Below the radio buttons, there are two dropdown menus for 'Transmit' and 'Receive', both set to 'Plantronics Savi 7xx-M'. A volume bar is also present. Below the audio settings, it indicates 'Talking: Liz Davis'. The 'Questions' panel is highlighted with a red border and contains a text input field with the placeholder '[Enter a question for staff]' and a 'Send' button. At the bottom of the interface, the text 'Webinar Housekeeping' and 'Webinar ID: 608-865-371' is displayed, along with the GoToWebinar logo.



HAVE YOUR SAY...

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Understanding performance management

UNDERSTANDING PERFORMANCE MANAGEMENT

When performance is not managed effectively, it leads to:

- Lower employee engagement
- High staff turnover
- Lower productivity
- Reduced quality
- Wasted resources
- Increased costs
- Missed opportunities
- Poor customer service
- Damage to the reputation of the business
- Exposure of the business to legal risk





UNDERSTANDING PERFORMANCE MANAGEMENT

- Have you felt that you are not really getting the best from your employees?
- Have you wondered how you could improve the performance of your business by improving the performance of your people?



HAVE YOUR SAY...

Take part in our poll



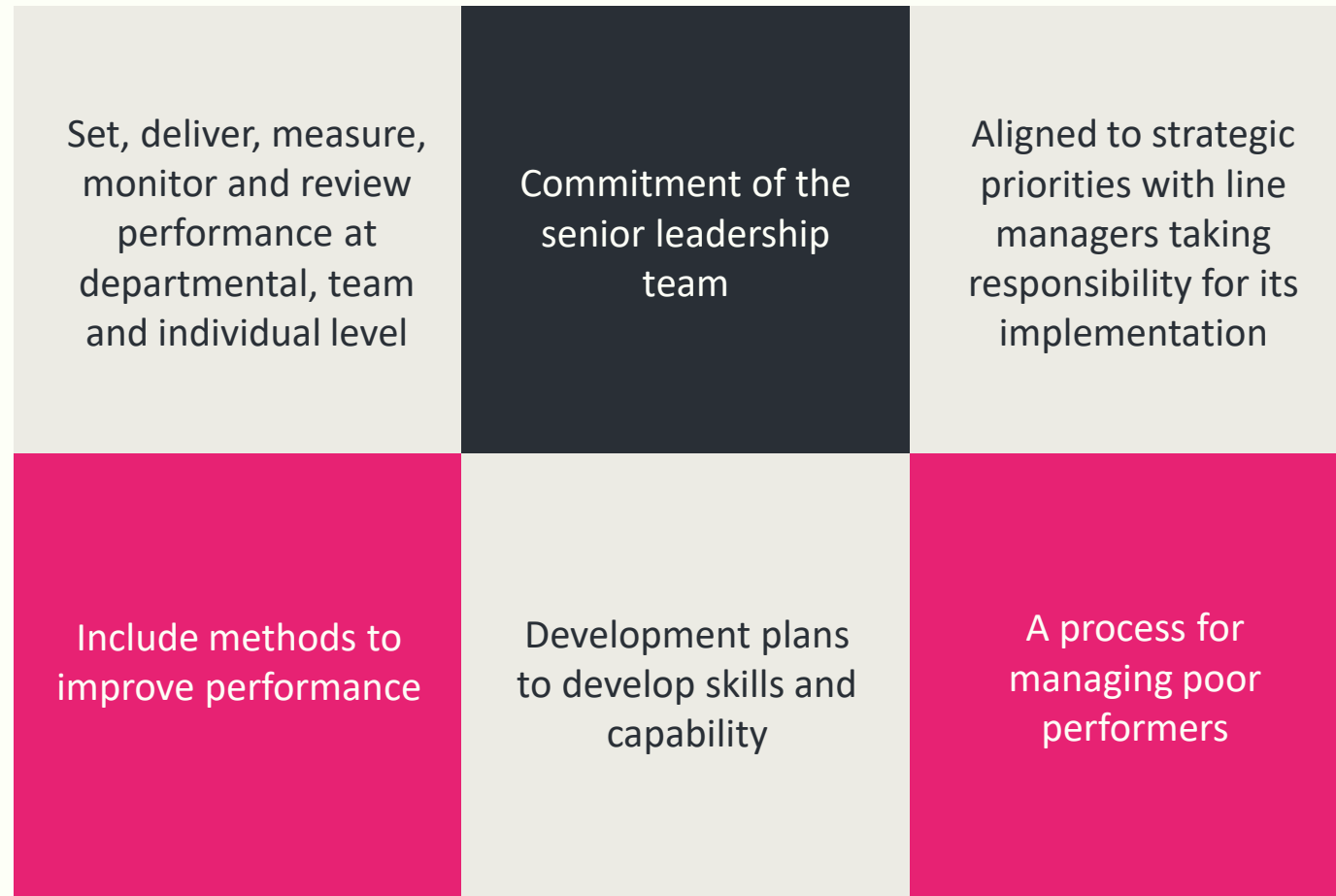
UNDERSTANDING PERFORMANCE MANAGEMENT

- Ongoing process to manage the performance of individuals to achieve optimum levels of business performance
- A system that has the commitment of Senior Leadership aligned to strategic priorities
- All managers responsible for implementing the system and bringing about a culture of continuous improvement



A performance management system

A PERFORMANCE MANAGEMENT SYSTEM



Tools for effective performance management



HAVE YOUR SAY...

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TOOLS FOR EFFECTIVE PERFORMANCE MANAGEMENT

- Vision, mission, strategy, goals and objectives
- Performance management aligned to the strategic direction of the business
- Objectives provide a structure for directing and monitoring performance





TOOLS FOR EFFECTIVE PERFORMANCE MANAGEMENT

- Job description (JD) and person specification (PS)
- The right skills and capabilities need to be in the right roles
- JD / PS provide clarity to the job holder about what is expected of them

TOOLS FOR EFFECTIVE PERFORMANCE MANAGEMENT

- Appraisal process
- Allows the line manager to assess performance against previously agreed goals and objectives
- Goals, objectives, training needs and performance assessment is aligned strategically to the business goals
- Typically incorporate an annual, half year review with regular 121s taking place



TOOLS FOR EFFECTIVE PERFORMANCE MANAGEMENT

- Monitoring performance
- Should form part of the normal day to day line management
- Monitoring performance throughout the year enables the business to respond promptly in addressing any under performance issues
- Avenue into more formal procedures (capability procedures)



TOOLS FOR EFFECTIVE PERFORMANCE MANAGEMENT

- Feedback is key for effective performance
- Establish a culture of regular and timely feedback that is both constructive and positive
- It will ensure that it has the greatest impact for change, or in reinforcing high performance



TOOLS FOR EFFECTIVE PERFORMANCE MANAGEMENT

- Performance Capability
- Where performance is poor either because of a lack of skill, ill health or of someone's choosing (conduct)
- Explore root causes of under-performance so you can use the right approach to address
- Dismissal on capability grounds is a potentially fair reason to dismiss – but only where a fair and reasonable process has taken place



TOOLS FOR EFFECTIVE PERFORMANCE MANAGEMENT

- Reward and recognition crucial element of a performance management system
- Linking financial rewards to individual and/or team performance can encourage and reward superior performance
- Non-financial rewards can be equally powerful – important in this current economic climate



Effective performance management at all levels within the business



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EFFECTIVE PERFORMANCE AT ALL LEVELS OF THE BUSINESS

- Effective performance management tools in place implemented at all levels within the business regardless of job type, grade or seniority
- Core principles of performance management remain the same, regardless of the level you are managing
- Requirement to tailor the approach to performance management



EFFECTIVE PERFORMANCE AT ALL LEVELS OF THE BUSINESS

Entry Level

- Onboarding
- Basic skill development
- Clear performance expectations
- Regular feedback
- Coaching

Mid-level

- Goal setting
- Accountability
- Development opportunities
- Career aspirations
- Empowerment
- Ownership
- Decision making

Senior Level

- Strategic alignment
- Leadership development
- Mentorship
- Performance discussions focussed on broader business objectives and impact

Adapting the use of tools

ADAPTING THE USE OF TOOLS

Entry Level

- Onboarding software
- Skills assessment platforms
- Gamified learning modules

Mid-level

- Goal setting apps
- Performance dashboards
- 360-degree feedback platforms

Senior Level

- Strategic planning software
- Leadership development programs
- Executive coaching platforms

Questions



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Thursday 28 March

10am – 12 noon

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- The Paternity Leave (Amendment) Regulations 2023
- Carer's Leave Act 2023
- The Maternity Leave, Adoption Leave and Shared Parental Leave (Amendment) Regulations 2024
- The Flexible Working (Amendment) Regulations 2023
- Changes to TUPE consultation rules
- Employment (Allocation of Tips) Act 2023
- Workers Predictable Terms & Conditions
- Statutory rate changes
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UPCOMING WEBINARS

Why we're seeing an ever increasing need to support long term sickness

14 March @ 10am

HR Solutions Virtual Employment Law Seminar

28 March @ 10am

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- Family leave entitlements
- Pay and Reward
- TUPE consultation obligations
- Terms and Conditions
- Flexible working and the right to ask for predictable terms



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Thank you

Any question? Please get in touch:

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